I hereby declare under penalty of perjury that the foregoing is true and accurate to the best of my knowledge and belief.

Executed on March 4, 2003   /s/   Walter W. Willard
                                                        Walter W. Willard

I hereby declare under penalty of perjury that the foregoing is true and accurate to the best of my

knowledge and belief.

Executed on March 4, 2003   /s/   Sarah DeYoung
                                                             Sarah DeYoung

ATTACHMENT 1

| | | | | | LSOG 3-4-5 CLEC Web Defect Report | 2/28/2003 | | |

The Defect Report posted on this web-site identifies all known significant CLEC impacting defects identified by the OSS Support Team or the Mechanized Support Center. Low priority defects with little or no CLEC impact are excluded to focus on those of greatest importance. Production Validation is being added to the Status column to show defects that are placed into production and evaluated for any further errors before being placed in Closed status.

This report will be updated daily, Monday through Friday at 12 Noon ct.

Severity Levels are assigned as follows:

Severity 1 - Critical
Severity 2 - High
Severity 3 - Medium
Severity 4 - Low
Severity 5 - Minor

DR#	Ver	Region DR Opened	Severity	Opened	Short Description	Req Type	Status	Comments
62796	5.01	SNET	2	1/31/2003	LS4024-DL-ALI required when LACT not N and RTY is not LML, otherwise prohibited	REQTYP E ACT R	Production Validation	
63388	5.02	SBC MidWest	2	12/19/2002	IF0143-Inalid data: Invalid value-Class of Service	REQTYP M ACT V	Production Validation	
63458	5.02	SBC MidWest	2	12/23/2002	IF1006 LS: SHARED NBR DOES NOT CONTAIN LINE SHARING	REQTYP A ACT D	In analysis	Retest reject on 2/17/03
63638	5.02	SBC MidWest	2	12/27/2002	Missing value for fieldname: Place_Listing_AS	REQTYP M ACT V	In analysis	Status change
64358	5.02	SBC MidWest	2	1/14/2003	IF3138-RS-FEATURE requires additional USOC's	REQTYP M ACT V	Analysis complete-fix 3/7/03	
64402	4.02	SBC MidWest	2	1/5/2003	H332-Missing value for fieldname: State	REQTYP M ACT W	Analysis complete-fix 3/8/03	Closed in error for 2/13 release. Fix date revised. Goes in night of 3/7 and available in production 3/8
64411	5.02	SBC SouthWest	2	1/15/2003	Pre-Order. 503 error on APOT Data	APOT data inquiry	In analysis	
64541	5.02	SBC MidWest	3	1/17/2003	Error code (not provided) - The listing has the same REF codes as another listing	REQTYP M ACT C	Analysis complete-fix TBD	To be fixed by 66387
64942	5.02	SNET	2	1/23/2003	LS1746-DPR-ECCKT is required when ACT is N, C, T or V	REQTYP T ACT C	In analysis	Being re-evaluated
64944	5.02	SNET	2	1/23/2003	IF0128-LSNP-CCEA not found	REQTYP B ACT V	In analysis	
64970	5.02	SBC SouthWest	3	1/23/2003	IF0066-PS-LST incorrect for TN	REQTYP M ACT V	In analysis	
64982	5.02	SBC West	2	1/23/2003	Pre-Order. Unable to pull CSI in Verigate	CSI	Analysis complete-fix TBD	Possible fix in mid March
65082	4.02	SBC MidWest	2	1/24/2003	L809-Must be LSOG 5.02 or higher	REQTYP E ACT V	Analysis complete-fix TBD	Revised Accessible Letter to be issued
65294	5.02	SBC MidWest	2	1/28/2003	IF0127-LS-CCEA not found	REQTYP A ACT N	In analysis	
65302	5.02	SBC MidWest	2	1/28/2003	IF3126-RS-Feature detail contract required	REQTYP E ACT C	In analysis	

DR#	Ver	Region DR Opened	Severity	Opened	Short Description	Req Type	Status	Comments
65326	3.06	SBC SouthWest	2	1/28/2002	LS5786 REQTYP F/M, ACT S all FEAT DET'L must be same valid value (DNPO,DNPI,DNPB)	REQTYP M ACT S	Production Validation	
65338	5.02	SBC MidWest	2	1/28/2003	IF0126-LS-CCEA invalid, channel occupied	REQTYP A ACT C	Analysis complete-fix TBD	Coded to spec
65448	5.02	SBC MidWest	2	1/29/2003	IF0143-Invalid Value: Invalid data: Product NWT is not valid for the account switch LONDOH85DS1	REQTYP M ACT V	In analysis	
65501	5.02	SBC MidWest	2	1/30/2003	LS6547-FEATURE SQAV+ invalid for TOS	REQTYP M ACT C	Analysis complete-fix TBD	Coded to spec
65507	5.02	SBC MidWest	2	1/30/2003	LS6443-FEATURE SQAV+ requires EVB or EVD .	REQTYP M ACT C	In analysis	
65631	5.02	SBC SouthWest	2	1/31/2003	LS0612-PS-FEATURE detail ELC UB+, 2U+++, LCP++, EAS, EAS++, or URY++ required	REQTYP MB ACT V	In analysis	Possible CR
65745	5.02	SBC SouthWest	2	2/3/2003	IF3122-PS-Feature Detail/MSS	REQTYP M ACT C	In analysis	
65813	5.02	SBC MidWest	3	2/4/2003	Error for a Directory Listing Change on Caption Listing LVL 1 and 2 did not appear	REQTYP P ACT R	In analysis	
65982	5.02	SBC SouthWest	2	2/6/2003	IF0156-PS-All TNs must be moving from the same physical address	REQTYP M ACT T	Monitor	Status change
66006	5.02	SBC MidWest	1	2/6/2003	Missing Jeopardy notices	REQTYP M ACT N	In analysis	Based on 2/14 meeting, systems will begin a comparison of reports 2/17 to determine source of the problem. 2/19/03: Probable error source identified
66143	5.02	SBC MidWest	3	2/10/2003	IF1021-LSR:Spec is not valid with NC/NCI/SECNCI combination	REQTYP A ACT N	In analysis	
66248	5.02	SBC MidWest	3	2/11/2003	LS6816-DL-Title ! Invalid. Title is not in Title file	REQTYP M ACT R	In analysis	
66387	5.02	SBC MidWest	2	2/12/2003	Generating service order against TN that is not working	REQTYP M ACT D	In analysis	
66394	5.02	SBC MidWest	3	2/12/2003	LS6327-Feature PGOEC invalid value	REQTYP E ACT C	Analysis complete-fix TBD	Coded to spec
66470	5.02	SBC MidWest	3	2/13/2003	LS5493-PS-Feature duplicate features prohibited: RCU	REQTYP M ACT C	In analysis	
66477	5.02	SNET	3	2/13/2003	LS6644-CRS feature UKN invalid value entered	REQTYP P ACT C	Analysis complete-fix TBD	
66509	5.02	SBC SouthWest	2	2/13/2003	IF0148-SCFA not found	REQTYP M ACT C	Production Validation	
66561	5.02	SNET	3	2/14/2003	LS6327-Feature CPU invalid value	REQTYP E ACT C	Analysis complete-fix TBD	
66583	5.02	SBC MidWest	3	2/14/2003	IF0143-Invalid data-cannot delete service	REQTYP E ACT B	Monitor	Cannot re-produce the error
66636	5.02	SBC SouthWest	3	2/17/2003	IF0081-LSR-ACT invalid for TNS/ECCKT status	REQTYP M ACT C	In analysis	
66638	5.02	SBC West	3	2/17/2003	LS6487-Feature Detail invalid or code set is included without a space after FID for Feature	REQTYP E ACT V	In analysis	

DR#	Ver	Region DR Opened	Severity	Opened	Short Description	Req Type	Status	Comments
66784	5.02	SBC MidWest	3	2/19/2003	IF3067-Feature detail /RCU ESL & feature are prohibited	REQTYP M ACT V	In analysis	
66789	5.02	SBC West	3	2/19/2003	IF0058-CC invalid for TNS/ECCKT	REQTYP A ACT C	In analysis	
66814	3.06	SBC SouthWest	3	2/19/2003	LS1416-No load coil present on loop	REQTYP A ACT N	In analysis	
66859	5.02	SBC SouthWest	3	2/20/2003	IF0007-RS-LPIC already working	REQTYP E ACT C	In analysis	Status change
66866	5.02	SBC MidWest	3	2/20/2003	DM0491-DTM TN has linesharing	REQTYP C ACT V	In analysis	
66882	5.02	SBC West	3	2/20/2003	IF3061-PS-FEATURE CRE does not exist on CSR.	REQTYP M ACT C	In analysis	
66911	5.02	SBC SouthWest	3	2/21/2003	LS6646-DPR-Feature TFC	REQTYP T ACT V	Analysis complete-fix 3/3/03	Table update
66952	5.02	SNET	2	2/21/2003	LS6327-RS-Feature UYW invalid value entered	REQTYP E ACT C	Analysis complete-fix TBD	Table update
66954	5.02	SNET	2	2/21/2003	RS-LS6390 Feature UYW invalid for TOS value entered	REQTYP E ACT C	In analysis	Table update
66957	5.02	SBC SouthWest	3	2/24/2003	LS6348-RS-Feature EXCA+ or OLK++ requires/ELC LCP with Line Assignable USOC	REQTYP E ACT C	Analysis complete-fix TBD	Coded to spec
67028	5.02	SBC West	3	2/24/2003	IF0033-RS All telephone numbers must be on the same account	REQTYP E ACT D	In analysis	Status change
67037	5.02	SNET	3	2/24/2003	IF1024-EU-SASN Address differs from working address on current record	REQTYP C ACT V	In analysis	
67193	5.02	SBC SouthWest	2	2/26/2003	IF0030-All TNS must be on the same account	REQTYP A ACT N	In analysis	
67200	5.02	SBC West	2	2/26/2003	CR034-Must have all levels from 0 to DOI in order	REQTYP J ACT N	Analysis complete-fix TBD	
67204	5.02	SBC SouthWest	2	2/26/2003	IF0009 EU Service address invalid	REQTYP A ACT V	Analysis complete-fix TBD	
67205	4.02	SBC MidWest	2	2/26/2003	M101-PIC/LPIC invalid or missing in CO	REQTYP W ACT V	In analysis	
67206	4.02	SBC MidWest	2	2/26/2003	M222-Required field missing: need WIRE count	REQTYP E ACT N	In analysis	
67235	5.02	SBC MidWest	2	2/27/2003	LS6390-RS-Feature ZCFBA invalid TOS value entered	REQTYP E ACT C	In analysis	
67236	5.02	SBC MidWest	2	2/27/2003	LS6327-RS-Feature ZCFBA invalid value entered	REQTYP E ACT C	In analysis	
67243	3.06	SBC West	3	2/27/2003	LS1189-Feature code is invalid: FG3RE	REQTYP M ACT C	In analysis	
67245	5.02	SBC MidWest	3	2/27/2003	LS6387-RS-Feature detail invalid or code set is included without a space after the FID for Featrue XXXXXX	REQTYP E ACT C	In analysis	
67275	4.02	SBC MidWest	3	2/27/2003	G110-Invalid/Missing value for fieldname, value: SPEC, ualnqx	REQTYP A ACT N	In analysis	
67278	5.02	SBC MidWest	3	2/27/2003	IF0033-RS All telephone numbers must be on the same account	REQTYP E ACT C	In analysis	
67279	5.02	SBC MidWest	3	2/27/2003	IF0020-NP:Ported number not found	REQTYP C ACT V	In analysis	

DR#	Ver	Impacted Region	Severity	Opened	Short Description	Req Type	Status	Comments
62044	5.02	SBC MidWest	3	11/11/2002	LSR's stuck in New Status-no S.O or error message generated	REQTYP M ACT C & N	Closed	CR 030175 opened
65748	5.02	SBC SouthWest	3	2/3/2003	LS6663-PS-Feature detail invalid or code set is included without a space after FID for feature XXXXXX	REQTYP M ACT V	Closed	
65990	5.02	SBC MidWest	2	2/6/2003	LS6389-RS-Feature 2 or more LAU prohibited per LNUM	REQTYP E ACT T	Closed	Problem has not re-occurred
66391	5.02	SBC SouthWest	3	2/13/2003	IF0016-ECCKT not found	REQTYP M ACT D	Closed	
66922	5.02	SBC MidWest	2	2/21/2003	IF0143-Inalid data: LTN must be associated with working telephone number	REQTYP M ACT C	Closed	
67059	3.06	SBC SouthWest	3	2/24/2003	SD2079-LST incorrect for NPA NXX-X	REQTYP M ACT V	Cancelled. Opened in error	PON resubmitted and confirmed

ATTACHMENT 2

Problem	Root Cause (As Described By SBC to AT&T)	Root Cause (As Described In SBC Compliance Plan)	Further Discussion of Problem In SBC Compliance Plan
G408 Error Code (Invalid Trailing Data for Certain Features/Pay Per Use Blocking and Custom Ring)	Change in EDI coding by SBC to eliminate certain spacing requirements resulted in 15,000 order rejections. Change in interface code by SBC resulted in rejection of 800 resubmitted orders. SBC advised in both cases that it believed it was enforcing documented business rules, but conceded that the requirements were documented inconsistently in the two relevant documents. *See* Willard/DeYoung Decl. ¶¶ 83, 88.	SBC was "tightening an edit or business rule." Compliance Plan ("CP"), Att. F at 4. *See also id.* at 3 (SBC was "tightening an edit of an existing business rule").	Because this represented only a tightening of an edit, SBC was not required to follow the Exception Process of the CMP. SBC will, however, send Courtesy ALs for this type of change in the future. CP, Att. F at 4.
L100/101 Error Code (PIC/LPIC Already Working)	15,000 orders were originally rejected because SBC had changed the rules for populating certain fields relating to PIC and LPIC on LSRs (to satisfy certain Observations of BearingPoint). The supplemental orders were rejected because SBC had unknowingly changed field delimiters for AT&T's LSOG 4 trading partner ID. Willard/DeYoung Decl. ¶¶ 62-63, 65.	"For the L100/101 LPIC error, SBC applied an LSOG 5 edit in the LSOG 4 version in an attempt to correct an open defect request." CP, Att. F at 3.	"Since the business rule was changed for version 4.02, based on the Exception Process requirements, an Exception Request AL should have been distributed to CLECs." CP, Att. F at 3.
B103 Error Code (Invalid Listing Type: Non-Published, Non-Listed)	SBC improperly applied LSOG 5 edits to LSOG 4 orders, since listing types covered by error code B103 are relevant only on LSOG 5. Willard/DeYoung Decl. ¶ 79.	SBC "was creating an edit to enforce an existing rule." CP, Att. F at 3; *see also id.* at 4.	Because this was a situation where SBC "beg[a]n enforcing an existing documented business rule with an electronic or manual edit," SBC was not required to follow the Exception Process. But SBC will distribute Courtesy ALs for such situations in the future. CP, Att. F at 4-5.
H325 Error Code (More Telephone Numbers Than on Account)	SBC rejected the orders because it was improperly applying LSOG 5 edits to LSOG 4 orders. Willard/DeYoung Decl. ¶ 77.	"The H325 error . . . was a result of a system not coming up as planned." CP, Att. F at 6.	"In the future, these failed turn ups will be handled through the normal outage notification process." CP, Att. F at 6.

ATTACHMENT 3

From: LETSON, BRIAN G (PB) [mailto:bl1254@sbc.com]
<mailto:[mailto:bl1254@sbc.com]>
Sent: Wednesday, February 19, 2003 4:06 PM
To: Willard, Walter W (Walt), CSLSM; SIRLES, GLEN R
(SBC-MSI)
Cc: Deyoung, Sarah, CSLSM; KROST, BECKY (SWBT); BRYAN,
JANICE J (SWBT); HIMM, THOMAS O (PB); Conlon, Carol L, CSLSM
Subject: RE: TT 10583103   Ameritech - DIRQTY/DIRTYP
issue

Walt,

         When we looked into your DIRTYP problem in the Midwest region,
we identified two issues, one of which was for AT&T the second for SBC.

         The AT&T issue was that you were not populating the DACT field
on your REQTYP M ACT N orders that were requesting directory delivery. DACT
field 81, note 3 states "Required when establishing, deleting, or changing data in
the Delivery sections, otherwise prohibited". While condition 3 states optional for
an ACT of N, note 3 still applies making DACT a required field.

         AT&T must send the DACT field for these types of orders. This edit
is correct, even though you just started receiving this error, the business rule has
always applied. The reason you were not receiving this error for the DACT field
prior to Monday, was due to an EDI mapping issue that was corrected February
17th. This EDI mapping issue was not intended to touch on this area. However
the DACT still would be required for you to send.

         For SBC's issue, we identified that the DIRQTY that you were
sending on your order, was not being passed from EDI. This resulted in the
LS4057 response code, as a result of our investigation DR66798 was issued,
and we are currently in the process of identifying and testing the fix.

         Our question for AT&T is since you have to do some coding work
for the DACT field - I believe, would you want to test the fix in our CLEC test
environment on Friday, or will you be ready for production on Friday? As Friday,
2/21/03, is the tentative date for the DR fix. based on your response we will be
able to better identify when it will be in production. If you can't fix the DACT
quickly or want to continue to place these orders prior to us putting in fix for the
DIRQTY – I would suggest removing directory delivery options. That means
don't send me the DIRTYP or the DIRQTY and your orders should go thru. I am
running down if you even need to send me the directory delivery info in the
Midwest region, as I know in SNET you do not it would be redundant. If you did
have a customer who during this time didn't receive a directory because of not
sending the directory, I am sure that we can find a way to get that resolved.

So please advise as to if you want me to put into test or production. thank you.

-bl
Brian Letson
Associate Director - OSS Customer Support
925-824-6287 (ofc)
bl1254@camail.sbc.com (email)

ATTACHMENT 4

From: Willard, Walter W (Walt), CSLSM [mailto:wwillard@att.com]
Sent: Tuesday, February 18, 2003 10:31 AM

To: HIMM, THOMAS O (PB); TEMPLE, MELONIE (SWBT)
Cc: KROST, BECKY (SWBT)
Subject: RE: AT&T Sev 1 Heads-up

Thanks. Just so you know, AT&T objects to having to resubmit these LSRs that were rejected in error. By requiring AT&T and CLECs to resubmit the LSRs, the impact of Pacific's operational problem is not reflected in the performance measurements since the sup or new LSRs will effectively start the PM clock again as a new order.

I am requesting that SBC West identify another method of processing those LSRs rejected in error so that the impact is not lost on performance measures.

Thanks,

Walt

From: HIMM, THOMAS O (PB) [mailto:th4767@sbc.com]
Sent: Tuesday, February 18, 2003 11:48 AM
To: Willard, Walter W (Walt), CSLSM; TEMPLE, MELONIE (SWBT)
Cc: KROST, BECKY (SWBT)
Subject: RE: AT&T Sev 1 Heads-up

Walt,

I understand your position, however SBC is not in a position to re-flow the requests.

They would need to be re-sent by AT&T as supplements, or new requests with a different PON.

Tom
Thomas Himm
Area Manager - OSS Customer Support
925-824-5601 (office)
925-901-1540 (fax)

ATTACHMENT 5

Sarah De Young
Division Manager
Local Services and Access Management

February 26, 2003

By Email, Fax and First Class Mail

Mr. Thomas Harvey
Vice President – Industry Markets
SBC Corp.
350 N. Orleans, Floor 3
Chicago, IL 60654

Mr. Glen Sirles
Vice President – Industry Markets
SBC Corp.
Four Bell Plaza
Dallas, TX 75202

Dear Thomas and Glen,

Per our previous discussions and exchanged voice mail messages, this letter is sent to document the pressing need for an effective and efficient "unreject" capability in SBC's LSOG 5-based interfaces as a result of the extensive number of "rejects in error" that AT&T has experienced in the SBC Midwest (Ameritech) region, and now is beginning to experience in the other SBC operating regions.

As you know, AT&T's in-production interfaces were impacted by a series of events in the Ameritech region during the months of October, 2002 through January, 2003. These events negatively affected over 45,000 AT&T and TCG LSRs. In the majority of cases, AT&T elected to supplement the orders after a fix had been implemented, and in other cases, SBC performed an "un-reject" function for orders sent via the LSOG 4-based interfaces. Either way, all of these orders experienced late FOCs and missed due dates, but the ones that we were forced to supplement also clearly went undetected by SBC performance measurements and remedies[1].

Now, during just last week alone, another 4,498 orders were impacted by two problems in the SBC West (Pacific Bell) and SBC Midwest (Ameritech) regions. In California, the problem was reportedly due to an erroneous table update in LASR on the morning of Tuesday, February 18, causing 1,486 LSRs to be rejected in error (see emails between

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[1] AT&T is uncertain that the orders "un-rejected" by SBC were properly captured in the performance data, especially since we have so far been able to locate all of them in the PM 9 raw data that is currently being reconciled between our companies.

Thomas Himm of SBC OSS and Walt Willard of AT&T, attached). In the Ameritech region, the problem was caused by inadvertent changes by SBC's EDI group during the weekend of February 15-16 which affected the Directory Type and Quantity fields. This problem resulted in more than 3,012 rejects in error between Monday, February 17 through Thursday, February 20 before AT&T was forced to recode its side of the interface. These acute and chronic OSS events have created the immediate need for an effective and efficient means for SBC to correct these types of errors AND to ensure that the performance impacts are properly captured in the performance metrics.

AT&T would be willing to meet with SBC to discuss the parameters and timeline for such a process. In the meantime, we will begin seeking payment for missed performance remedies associated with these mishandled orders. In the interest of simplicity, we will limit our request to late FOC and missed due date measures, although I'm sure that you are aware that other performance measures were undoubtedly impacted by these problems as well.

Therefore, the estimate of missed penalties associated with these two events is itemized on the attached spreadsheet, and amounts to $784,609. Please provide your written response by Monday, March 3, including arrangements for a wire transfer of this payment.

Sincerely,

Sarah DeYoung
Division Manager –
Local Services and Access Management

cc: Bill West, AT&T

ATTACHMENT 6

SBC

(Ameritech, Pacific Bell, Nevada Bell Southern New England Telephone & Southwestern Bell)

Order
Local Service Request (LSR)
Electronic Data Interchange (EDI)

Pre-Order
EDI/Common Object Request Broker Architecture (CORBA)

SBC Competitive Local Exchange Carrier (CLEC) Order and Pre-Order Regression Joint Test Plan Template (JTP)

Document Revision History for Order Regression Test Plan

Revision #	Change	Date
1.0	Revisions	5/27/98
2.0	Revisions	11/30/98
3.0	Revisions	1/5/99
4.0	Revisions	2/8/99
5.0	Revisions	2/24/99
6.0	Revisions	3/24/99
7.0	Revisions	9/18/99
8.0	Revisions	8/16/00
9.0	Revisions	12/8/00
10.0	Revisions	8/17/01
11.0	Revisions	11/28/01

Document Revision History for Pre-Order Regression Test Plan

Revision #	Change	Date
1.0	Revisions	2/26/99
2.0	Revisions	3/31/99
3.0	Revisions	6/18/99
4.0	Revisions	11/2/99
5.0	Revisions	11/9/99
6.0	Revisions	1/5/00
7.0	Revisions	1/28/00
8.0	Revisions	2/8/00
8.1	Revisions	5/18/00
9.0	Revisions	7/13/00
10.0	Revisions	10/2/00
11.0	Revisions	12/8/00
12.0	Revisions	8/17/01
13.0	Revisions	11/28/01

Combined Document Revision History for Order and Pre-Order Regression Joint Test Plan

Revision #	Change	Date
1.0	Created	2/13/02
1.1	Added SNET info to whole document Section - 10.4 SNET test environment	5/22/02
1.2	Corrected typing errors in section 2.2 & 12.2 regarding test plan template. Added bullet two regarding Test account data that SBC will provide in section 8.0 & 18.0. Added section 9.2 and 19.0 for CLEC Test Environment Scope.	9/12/02

Table of Contents for Ordering

Table of Contents for Pre-Ordering

1.0 EDI TEST ORDER INTRODUCTION

This document provides test objectives, scope, schedule, test guidelines, and test plan components that will make up the Competitive Local Exchange Carrier (CLEC), Ameritech (AIT), Pacific Bell (PB), Nevada Bell (NB), Southern New England Telephone (SNET) and Southwestern Bell (SWBT) (SBC) order regression Joint Test Plan (JTP) for Local Service Requests (LSRs) sent via Electronic Data Interchange (EDI). In addition, it provides an overview of the test entrance and exit criteria, execution and validation strategies, test management processes, test data, and critical deliverables with due dates. Listed below are the objectives of the Joint CLEC test effort:

- Follow agreed upon testing processes and standards.
- Verify that incoming and outgoing transactions, system interfaces, and business processes are functioning.
- Identify and fix all high severity defects prior to implementation of LSR-EDI in production.
- Prioritize lower severity defects for possible fix or inclusion in future releases.

2.0 SCOPE AND SCHEDULE

2.1 JOINT TEST SCOPE

The Joint CLEC test focuses on verifying that the CLEC can successfully send an LSR file via EDI containing various production order types to SBC. The test will demonstrate that the LSR- EDI file transmitted from the CLEC is successfully processed through incoming transactions, system interfaces, business processes, and outgoing transactions. The length of this test and number of test cases will be negotiated and agreed upon with the CLEC. A CLEC can send multiple orders daily (but no more than 5 per day will be analyzed unless agreed upon). SBC supports testing for all request types/activity types defined in the SBC-LEC's Ordering Local Service Order Requirements (LSOR) documentation. SBC does not support CLEC User Acceptance Testing.

2.2 JOINT TEST SCHEDULE

CLECs should start all test requests through their Account/OSS managers. Once SBC has received a CLEC request to run a joint test of LSR-EDI, an initial meeting will be scheduled as soon as possible to identify a single point of contact from each team, discuss any high level issues, setup the connectivity method for transmitting Service Orders (VAN, Connect: Direct, etc...) in the LSR-EDI format, and schedule the testing. To start the process for connectivity, the CLEC determines which technology solution they will utilize, EDI/Secure Socket Layer 3 (SSL3). (See Connectivity on the website: https://clec.sbc.com/edisupport). The EDI/CORBA request form must be completed and returned to the Account Manager for setup with the ISCC prior to testing. CLECs should always confirm connectivity when testing as a new CLEC or if they are upgrading to a new version.

The SBC test team will distribute a test plan template to the CLEC with an overview of the test and validation strategies, proposed timelines, and expectations for the test. SBC will also provide an example test case worksheet (see OSS section of CLEC Online Website) for the CLEC to use in developing test cases. The CLEC will then finalize the scope of test cases with the SBC test team. Once finalized, SBC has up to 14 days to process the test data. Once test data is available, SBC will negotiate with CLEC a test start date.

The CLECs will need to complete and return the "Test Data Proprietary" document (ADDENDUM C) before testing can begin. Test data that may be provided for CLEC testing is not to be used for end user service purposes, but is designated for testing purposes only.

The CLEC who requests a Service Bureau Provider (SBP) to process their LSR-EDI orders, will need to complete and return the "CLEC and Service Bureau Provider (SBP) Signature Document for Joint Testing" (ADDENDUM D). Although the SBP may have a connectivity link to EDI in place, each CLEC is still required to request access to the environment before testing can begin.

Completion of the following tasks by the agreed upon due dates are critical to the success of the testing effort. Tasks may be modified as needed.

	Due Date	Task	Responsible
1		Initial meeting to discuss testing process, provide single points of contact from CLEC/SBC test teams, setup connectivity	CLEC/SBC Test Teams
2		SBC distributes LSR-EDI Joint Test Plan template to CLEC for review and example test case worksheet (includes the test data proprietary document – ADDENDUM C, and the CLEC/SBP signature document for joint testing – ADDENDUM D)	SBC Test Team
3		Walkthrough of test plan to identify issues and clarify questions	CLEC/SBC Test Teams
4		Specify test cases and provide/request a complete data package containing account information and functionality to be tested	CLEC Test Team
5		Walkthrough of test cases for clarification and issue identification (for finalizing the test cases)	CLEC/SBC Test Teams
6		Establish joint test timeline for execution	CLEC/SBC Test Teams
7		Migrate test account information to testing environment	SBC Test Team
8		Conduct entrance criteria walkthrough prior to execution	CLEC/SBC Test Teams
9		Execute and validate test cases	CLEC/SBC Test Teams
10		Certify exit criteria and establish start date for live transactions (managed implementation into production)	CLEC/SBC Test Teams

3.0 TEST GUIDELINES

3.1 TEST PRINCIPLES

The following principles will be used during testing activities:
- Testing will be focused on meeting CLEC's test LSR-EDI objectives and expected results.
- The Joint CLEC testing environment will emulate a production environment.
- Teams will adhere to entrance and exit criteria defined in this test plan.
- CLEC and SBC test teams will be available and committed to the test schedule.
- CLEC representatives and/or Vendor/SBP testers should have the appropriate product knowledge for the LSRs to be tested.
- SBC/CLEC (Vendor/SBP) testers should investigate their edits internally before daily calls, as appropriate.
- Testing procedures will be well defined, yet flexible to accommodate objectives.

- CLEC, SBC test teams and Account Manager(s) will negotiate any issues until resolved. If no resolution can be agreed upon, the Account Manager(s) will accept the responsibility to bring the issue to a final resolution. (for further escalations, please see section 7.5)

3.2 TEST EXPECTATIONS

During the Joint CLEC test, test participants are expected to support the following:

CLEC:
- Review testing deliverables (test plan) and provide timely feedback.
- Create test cases and expected results jointly with SBC test team.
- Attend joint status meetings with the SBC test team (up to 30 minute calls), if scheduled.
- Keep the SBC test team informed of potential LSR-EDI delivery slips based upon the negotiated/agreed upon schedule.
- Make any necessary data changes to the LSR-EDI in order to retest fixes, including changing the sequence number, due date and Purchase Order Number (PON).
- Communicate to the test team all changes made to the LSR-EDI and when those changes are complete (i.e., when file is retransmitted to SBC).
- Review and validate test cases with rejects that are returned prior to scheduled calls.
- Conduct validation of test case execution through the CLEC's systems and communicate results to the SBC test team.

SBC Test Team:
- Attend joint status meetings with CLEC (up to 30 minute calls), if scheduled.
- Work with CLEC jointly on test cases and expected results.
- Identify and move test and reference data to testing environment.
- Perform test execution.
- Review and validate test cases (with rejects) jointly with CLEC on scheduled calls .
- Identify all defects and communicate them to the appropriate team(s).
- Retest after modifications have been made.
- Prepare testing metrics and provide status, when applicable.

SBC/CLEC Account Teams:
- Attend joint status meetings (up to 30 minute calls), if scheduled
- Negotiate test timeline.
- Facilitate resolution of business rule requirement issues that surface during the test.

4.0 TEST PLAN COMPONENTS

4.1 TEST CONDITIONS AND EXPECTED RESULTS

Test conditions translate the business rule requirements that must be satisfied into a form that is useful for building test cases. Expected results are developed for each of the test conditions. The expected results are a statement of purpose for the test condition with relation to the requirement. During validation, the test executor will compare expected results to the actual results, and any deviations will be noted. The expected results are documented along with corresponding test conditions in the test scripts.

The conditions to be tested will include both normal (e.g., correct) and abnormal (e.g., error) conditions. They will also include conditions to test technical characteristics of the interface, such as the ability to

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process multiple orders in a batch, and the ability to process correct and incorrect orders together. SBC will negotiate the length of the test and an appropriate number of test cases with each CLEC.

4.2 TEST CASES

A test case covers an activity with all its pertinent attributes used for testing the system. Test cases are created by grouping complimentary test conditions. Test cases are chosen by the CLEC based on the activities which require testing. Based on a CLEC's testing requirements, a suggested test case worksheet will be provided as a working document to the CLEC. The CLEC can choose a subset and/or add/delete test cases for testing. The sample test case worksheet can be found on CLEC Online in the OSS section. The test cases are created based upon the LSOR. The LSOR contains the business rules that should be used to format the data elements for the test cases. If problems or errors are discovered with the test data, the test data will be changed to ensure successful completion of the test.

The specific test cases to be used will be based on the CLEC's requirements and will be provided on the test case worksheet by the CLEC. The CLEC will provide specific details that describe what the test case requires. Detailed examples should describe the test case as a residence or business account, single or multi-line account, an account to be tested for directory listings, REQTYP and ACTivity, and/or a DSL or line-sharing account, the state (when applicable) to be tested in, the expected results (FOC/SOC), etc...

5.0 TEST ENTRANCE AND EXIT CRITERIA

5.1 ENTRANCE CRITERIA

The purpose of entrance criteria is to define the deliverables and conditions that should exist prior to the start of the various test phases. The CLEC and SBC testing organization will jointly be responsible for identifying whether or not the entrance criteria have been met and informing CLEC and SBC leadership of entrance criteria status.

Ideally, testing activities should not begin until entrance criteria have been satisfied; however, with real world system building scenarios, that is not always possible. Therefore, testing activities will begin once entrance criteria have been satisfied or the test participants have assumed the risk of going forward without meeting the criteria.

While the entrance criteria will be well defined, they will also be flexible enough to accommodate the business objectives. An example of an entrance criteria checklist is provided below:

MET	NOT MET	ENTRANCE CRITERIA
		SBC Test Team
		Name of single point of contact provided to support joint test
		Joint CLEC Test Plan and Testing scope are determined and documented, discuss signature docs, as appropriate
		CLEC file naming conventions are defined and communicated to CLEC
		SBC test team is committed to meeting the dates and test expectations defined in the test plan
		Test data requirements incorporated into a data package which is distributed to and approved by test participants
		CLEC Test Team:
		Name of single point of contact provided to support joint test
		Connectivity method for transmitting Service Orders in place
		Test file is formatted according to the requirements outlined in the LSR-EDI Mapping Matrix
		CLEC is committed to meeting the dates and test expectations defined in the test plan

		Joint CLEC Test Plan and Testing scope are determined and documented, discuss signature docs, as appropriate
		Commitment to meeting defect turnaround intervals (Severity 1 defect turnaround - 24 hours)
		Test data requirements incorporated into a data package which is distributed to and approved by test participants
		Account Team Managers:
		Commitment to meet test expectations

5.2 EXIT CRITERIA

The purpose of exit criteria is to define the deliverables and conditions that should exist prior to the end of a test phase. The CLEC/SBC testing team will be responsible for tracking test progress to identify whether the exit criteria have been met and informing CLEC and SBC leadership of exit criteria status. Testing activities should not end until the exit criteria have been satisfied or the test participants have assumed the risk of going forward without meeting the criteria. While the exit criteria are well defined, they will also be flexible enough to accommodate the business objectives.

CLECs have an option to go into production on their own or request a "Managed implementation into production" upon request. CLECs are requested in writing (e-mail) to their assigned LPAT account manager, OSS manager and their EDI support manager, and which option they request, 14 days prior to their production start date. Daily calls will be held with the OSS manager and the local service order center (when needed) in order to provide status on the CLEC's initial production orders during the 1st week of production for Managed Introduction. An example of an exit criteria checklist is provided below:

MET	NOT MET	EXIT CRITERIA
		All test cases have been executed (per the test scope).
		All major system outputs (i.e., output files, user interfaces) have been produced and validated by SBC and the CLEC
		All severity 1 and 2 modification requests have been closed, canceled or deferred (to a future release) by mutual agreement between SBC and the CLEC
		Managed implementation into production, or going into production by themselves is addressed with the CLEC (SBC needs 14 day notification by CLEC prior to production start date)

6.0 EXECUTION AND VALIDATION STRATEGIES

6.1 EXECUTION STRATEGY

Testing execution hours are Monday – Friday , 8a.m. to 5p.m., by region. Hours of execution may fluctuate by agreement during the test depending on test objectives and progress. It is expected that all teams involved with the test will support testing during the specified times. Notification of unscheduled outages will be sent to all impacted CLECs when known.

CLECs are requested to send a single order to start until it receives a positive response. Once a positive response is received, a CLEC can send multiple orders (but no more than 5 per day will be analyzed unless agreed upon) to allow SBC to review and process these orders within the prescribed 24 hours (for flow-through) or 48 hours (for manual processing). Orders received before 3PM, by region time zones, will be reviewed and discussed on the next business day's call.

The urgency of support will be based on the severity of the issue. Issues which are identified as Severity 1 and Severity 2 will prompt immediate attention; however, all other lower priority issues will be addressed per the problem management guidelines identified in this plan (see section 7.1).

The test will execute combinations of activities for FOCs (firm order confirmations), SOCs (service order completions), Jeopardy notifications, Line Loss notifications (applicable with LSOR 4.00 and higher versions), PIAs (provider initiated responses – applicable for LSOR 4.00 and higher versions), Post to Bill notifications (applicable with LSOG5 in all regions).

The test sequence will consist of REQTYPs supported by the individual ILECs, as well as some tests intended to test the system's technical characteristics. If a test fails, SBC and the CLEC will determine jointly where the defect lies, and what the severity of the defect is. Based on this determination, SBC or the CLEC will make necessary corrections to their system(s), and create a fix which can be tested.

The SBC Joint CLEC testing team will retest defects after a fix has been provided to the testing organization. If the fix fails retest, the issue will be rejected and returned to the CLEC or SBC team, as appropriate, based on where the defect is determined to lie, for resolution. It is expected that the appropriate level of testing will occur prior to the test team receiving the fix for retest.

This strategy will result in a multiple-iteration test. That is, the same test cases will be re-run each time a fix is delivered until test cases are processed successfully. If a fix is made which may impact multiple test cases, the SBC and CLEC testing teams will jointly determine the number of test cases which should be run to verify the fix.

6.2 VALIDATION STRATEGY

SBC and the CLEC will each verify the test outputs and communicate any discrepancies between actual and expected results to the SBC Joint CLEC testing teams promptly within an agreed upon time frame. Validation will be performed to ensure that each test case has executed successfully through the system and that expected outputs have been created.

SBC test executors and the CLEC test team will also be responsible to each other for verifying test outcomes and communicating discrepancies between actual and expected results. In turn, the CLEC will be responsible for ensuring each test case is received successfully via CLEC's agreed upon transmission procedure and is executed successfully through their internal system.

7.0 TEST MANAGEMENT PROCESSES

7.1 DEFECT TRACKING

During the execution phase, the testing team will document discrepancies to monitor defects discovered throughout the execution of the test. SBC will monitor the defect volume, type, priority, current status, and root cause of issues known as Defect Reports (DRs). SBC will provide the input data for metrics reported to project stakeholders during the test. A status report detailing open defects will be made available to test participants on a daily basis.

Once a DR is opened, it will be assigned to the application team responsible and put in a status of "In Analysis". The application team will make the appropriate fix to the software (*See DR Process Flow - on the next page*) and communicate to the test team when it is ready for re-test. If the problem is a result of the order sent by the CLEC, the DR will be assigned to the CLEC and the details of the issue will be

communicated to the CLEC testing team. Once the order is corrected and re-sent, the DR will be placed into "Retest".

After a DR has been resolved, the test case will be re-executed. If the test case is successful, information regarding the root cause and problem type, will be entered and the DR will be closed.

DR Severity Guidelines:

Severity	Definition
Severity Level 1	Problem detected has halted testing progress; a fix is required immediately for testing to continue. No acceptable workaround is available. The problem detected can prevent a major testing objective from being met in the current phase. Examples: abend, general protection fault, dialogue error *"Critical path - requires immediate attention and action"*
Severity Level 2	Problem has been detected in a specific area of the system, however an acceptable workaround may exists. Preferably, the problem should be fixed before using a workaround or fixed in the next run. Examples: data problem, technical environment problem, incorrect system file *"Critical path - requires attention"*
Severity Level 3	Problem has been detected; however, progress can continue as planned. Problem investigation and resolution can be pursued the following business day. The problem should be fixed prior to the next scheduled run or test phase. It is transparent to the customer, but not the user. Examples: Validation discrepancies (base/test), dialogue branching incorrect *"Non-critical path - should be fixed"*
Severity Level 4	Problem has been detected, however, progress can continue as planned. A determination must be made as to whether a fix will be required or deferred. Examples: Dialogue messages inconsistent, font is incorrect (screen or bill). *"Non-critical path - fix may not be necessary - possibly deferred"*
Severity Level 5	An enhancement has been requested, however, it is not needed immediately. The enhancement may or may not be within the scope of this release. Examples: Future user requirement, change size of a window *"Non-critical path - enhancement may be deferred to a future release"*

DR Process Flow:

Steps	Process Flow
1	Upon receipt of a DR, an evaluation is performed to determine if the request is valid. If not, the DR is canceled and supporting documentation is presented.
2	The DR is evaluated for scope, restrictions and constraints (includes an analysis of the impact to SBC processes to ensure resolution and avoid duplicity of a problem).
3	The correction is created and tested which consists of unit, integration and regression testing. Testing considers that SBC uses the same LSR-EDI system but may have different downstream process impacts. Integration and regression tests are based on which region requested the change and the downstream impact.
4	The correction is implemented.
5	Impacted process documentation is updated and communicated.
6	Updated documentation is stored either electronically or on paper.

In order to keep the test on schedule, the test team will contact the CLEC if a Severity 1 DR is detected during execution. It is expected that the CLEC will respond within the negotiated time frames. This response is simply to confirm the problem exists and that investigation will commence immediately. CLECs will be asked for an ETC (estimated time to completion) when contacted by the testing team. If needed, a time will be set to provide more status for the DR.

7.2 SUPER FATAL LASR ERRORS

A list of the Super Fatal LASR (PB/NB, SWBT – LSOG 3) errors are attached to Addendum A1, on page 20.

A list of the Super Fatal LASR (AIT/PB/NB/SNET/SWBT – LSOG 5) errors are attached to Addendum A2 on page 21.

7.3 METRICS

Metrics are collected and used to manage DRs, identify trends, report status, and improve processes. The following metrics may be provided to project stakeholders upon request:

- Test Condition Status, Activities Processed, Defect Turnaround Time

7.4 STATUS REPORTING

Status reporting is crucial to the success of the test. If needed, status meeting times and frequency will be determined by SBC and the CLEC. Members from the CLEC test team, SBC test team, and management are expected to attend and provide current status on DRs. This meeting will be the forum for reviewing and discussing the execution status, DR progress, and general issues as well as setting short-term testing objectives and milestones. The SBC testing organization is responsible for managing the meetings. The following table represents the framework that is used to provide status during the test execution phase:

Type	Purpose/Frequency/Mechanism	Audience	Owner
Test Status Meeting	Review DR report with key project team personnel / Daily or as needed. - prioritize, identify/assign ownership - review current status - review due dates/schedules	SBC/CLEC	SBC Test Team
Written Report	Provide project test team and CLEC with written status / Daily / E-mail, as needed. - identify major obstacles / key milestones - summarize execution plan for the day	SBC/CLEC	SBC Test Team

7. 5 Escalation Matrix

CLECs, Vendors, Service Bureau Providers, and SBC test teams will work together to resolve testing issues impacting any test effort. If no resolution can be agreed upon, please use the CLEC Test Escalation Matrix located in the OSS section of the CLEC Online Website.

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8.0 TEST DATA

The overall strategy and scope for the test data includes the following:

- CLEC will submit/request test data containing test accounts. CLECs will provide specific detailed requirements needed for test accounts as mentioned in section 4.2 (Test Cases). Once the test accounts have been identified, SBC will load the accounts and any CLEC provided reference data into the test environment.
- SBC will provide positive test data – if a CLEC is requesting to do negative testing, the CLEC will be responsible for identifying the edits and how to receive those edits from the test data that SBC provides.
- SBC and CLEC will agree upon the test data for starting Joint CLEC testing. It is expected that once the test plan has been agreed upon, no additional test cases and/or accounts will be added. If data changes are necessary, they will be agreed upon by the CLEC and SBC test teams.
- CLEC provided test accounts must be (e.g., end-user name, address, etc.) in synch with test environment.
- PONs must be the unique identifier for each test case. No one PON can be used in multiple test cases.
- All requests should have a desired due date out (CDATE=MMDDCCYY) in the CDATES aggregate of at least 30 days in order to enable re-use of files (when applicable).
- When resending a test file, the sequence number (SEQNO) in the header and footer must be incremented by one.

9.0 SBC CLEC TESTING ENVIRONMENT

SBC provides environments for CLEC testing that mirror the corresponding production environments. These test environments consist of all appropriate operation systems software, application and utility programs, data bases, file systems, security structures, etc. to allow for CLEC testing of the SBC ordering systems. These environments allow for the testing to flow through the ordering systems through Firm Order Confirmation (FOC) and Service Order Completion (SOC), but SBC does not provide Billing and/or Provisioning of these test orders.

This includes the following applications in the SWBT test environment:

- EDI
- LASR
- LASR/GUI
- MOG
- SORD
- CRIS/CABS

This includes the following applications in the PB/NB test environment:

- EDI
- LASR
- LASR/GUI
- AOG

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- SORD
- MI

This includes the following applications in the AIT test environment:

- EDI
- MOR
- SAM
- MORTEL
- LASR
- LASR/GUI
- ARIS/EXACT
- ACIS/ASON

This includes the following applications in the SNET test environment:

- EDI
- MSAP
- LASR
- LASR/GUI
- SONAR

9.1 MONITORED AND UNMONITORED TESTING

CLECs will be provided monitored and unmonitored testing in the SBC test environment. Monitored and unmonitored testing does not correlate to flow-through order testing. Regardless of how the order is handled, test orders will be processed as flow-through (mechanically) or manually (local service center) as applicable, based on the request and activity type per the LSOR rules.

As a guideline, up to 50% of the orders will be handled as monitored. SBC will be flexible with CLECs requesting less or more monitored testing if desired.

- *Monitored* = SBC personnel will stop requests prior to the orders hitting the SBC systems. The SBC analyst will then check that systems are ready, then release the CLEC's order to the SBC systems. The response from the SBC system will then be sent to the CLEC. The CLEC and SBC will then discuss on a scheduled test call, the results and analysis performed after the system processing of those requests.

- *Unmonitored* = SBC will not stop the request prior to processing or sending the responses back to the CLEC. SBC will analyze the transactions after the systems have processed the request. The CLEC and SBC test analyst will then discuss on the scheduled test calls, the results and analysis from those requests.

SBC does not support un-supervised testing defined as unmonitored testing without an SBC test analyst being involved.

9.2 CLEC TEST ENVIRONMENT SCOPE

The CLEC Test Environment is an environment dedicated to the CLECs that mirrors the production environment. This environment is used for CLEC testing of SBC's application to application OSS interfaces. When operating in this environment, CLECs will use the same AECN/CC codes that are used in production. CLECs will connect to this environment using the same connectivity option as they use in production.

The CLEC Test Environment allows for comprehensive testing of Pre-Order and Order functionality. All Pre-Order functionality is available in the CLEC Test Environment. SBC-LEC will work with each CLEC to identify specific test scenarios in the CLEC's test plan to test completion processing. Ordering functionality is tested from receipt of an order via EDI through the creation of a service order and the return to the CLEC of confirmations. Rejects, jeopardies, completions, etc may also be tested on an individual case basis as negotiated with SBC-LEC. Completion notices are generated in the test environment through a process that simulates completion processing in production. As in production, all notices will reflect the associated information from the inbound LSR.

Service orders issued in the Test Environment do not impact the database of accounts. Therefore, a CSR inquiry will not reflect any changes to the account as a result of a service order. Also an LSR cannot be issued to migrate a retail account to a CLEC and then a subsequent LSR issued to do post migration changes. Post migration changes may be done against accounts that were previously set up for each CLEC.

The CLEC Test Environment contains data associated with a wide range of accounts, but not all addresses and telephone numbers from production will be available in the CLEC test environment.

10.0 EDI TEST SYSTEM / PRODUCTION SYSTEMS

The LSR-EDI test and production environments (for UNE, UNE-P/CPO, and Resale) and their processes are detailed on the following four pages. The diagrams will provide the following:

- **Ameritech Test/Production** – Displays the automated processes; Shows where data is transmitted to and the flow-through process once it's received.
- **PB/NB Test/Production Environment** - Displays the automated processes; Shows where data is transmitted to and the flow-through process once it's received.
- **Southern New England Telephone Test/Production** - Displays the automated processes; Shows where data is transmitted to and the flow-through process once it's received.
- **Southwestern Bell Test/Production** - Displays the automated processes; Shows where data is transmitted to and the flow-through process once it's received.

10.1 - LSOG 5 - Production and Test – AIT, Pacific Bell, Nevada Bell, SNET and SWBT – UNE/Resale

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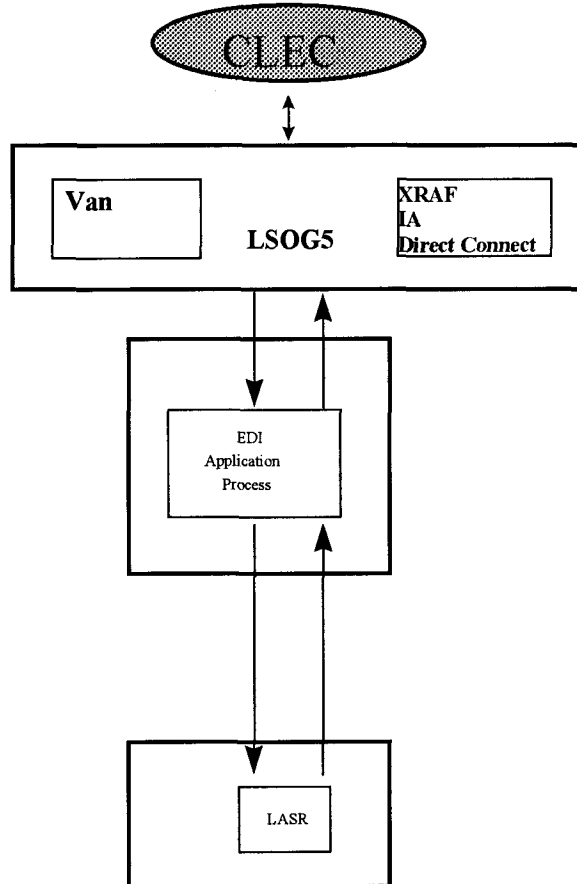
10.2 - LSOG 4 - Production and Test – AIT - UNE/Resale

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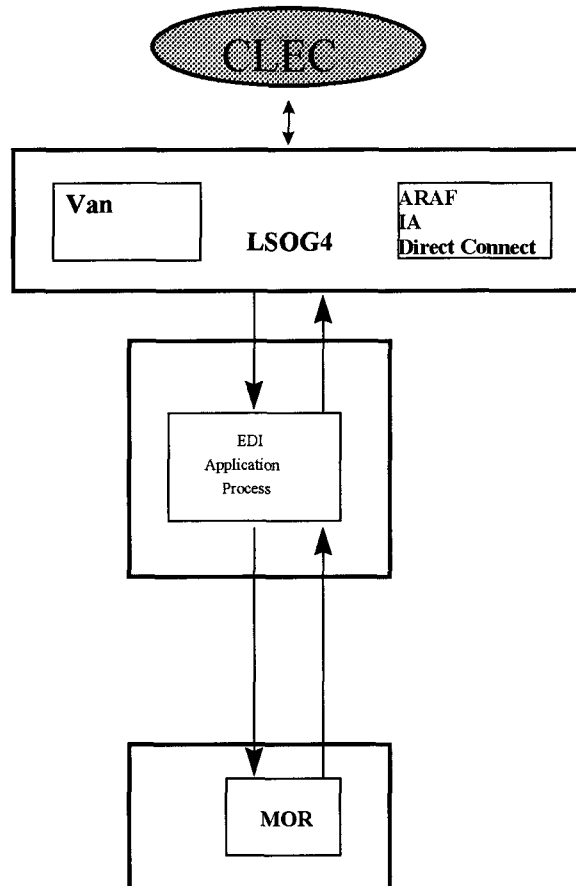
10.3 - LSOG 3 - Production and Test – Pacific Bell, Nevada Bell, and SWBT – UNE & SWBT - Resale

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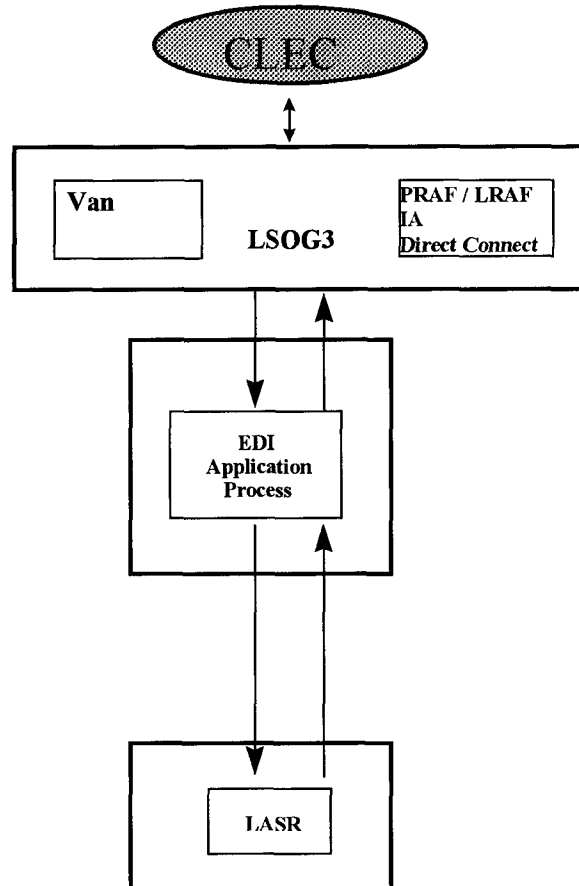
10.4 - LSOG 4 - Production and Test – SNET – UNE/Resale

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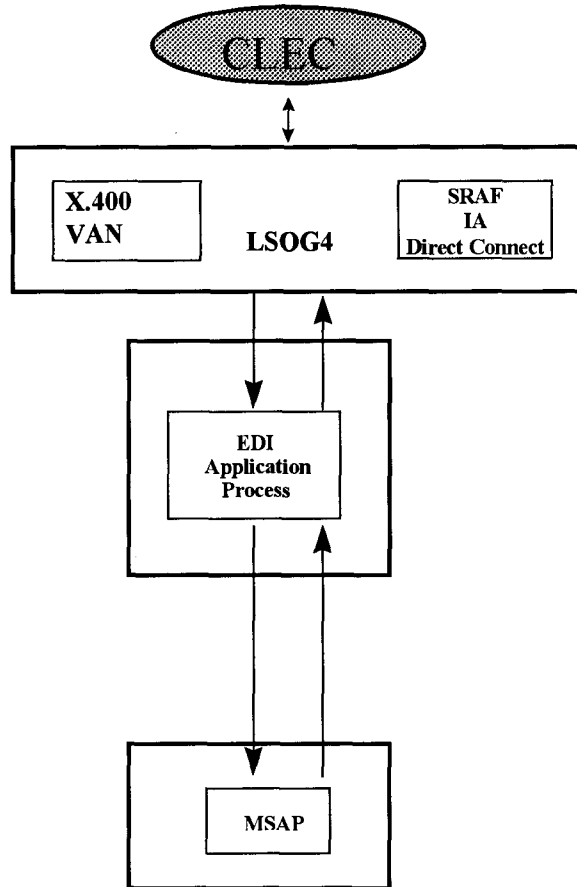
ADDENDUM A1:

The following is a list of the Super Fatal errors that a CLEC could potentially receive in the PB/NB/SWBT testing or production environments for LSOG3:

- **LS0035** - Company Code is not found. Re-issue as initial request.
- **LS0210** - SUP not allowed. Status is cancel, delete, or complete. Re-issue as initial request.
- **LS0260** - COMPANY CODE required. Re-issue as initial request.
- **LS0271** - PURCHASE ORDER NUMBER required. Re-issue as initial request.
- **LS0274** - REQTYP is required. Re-issue as initial request.
- **LS0282** - CC/PON match not found with SUPTYP. Re-issue as initial request.
- **LS1340** – CC/RVER combination invalid or RVER missing or invalid – Reissue as initial order.

The following is a list of the Super Fatal errors that are for **PB/NB only**:

- **LS0703** - REQTYP invalid. Valid entries: 1st pos = A, B, C, F, M; 2nd pos = B.
- **LS0804** - E911 UPDATE CODE valid with REQTYP E only.
- **LS0805** - LISTING UPDATE CODE valid with REQTYP E only.

The following is a list of the Super Fatal errors that are for **SWBT only**:

- **LS0167** - REQTYP invalid. Valid entries = Pos 1: A, B, C, E, F, J, M; Pos 2: A,B.

ADDENDUM A2:

The following is a list of the Super Fatal errors that a CLEC could potentially receive in the AIT/PB/NB/SNET/SWBT testing or production environments for LSOG5:

- **SF0035** - Company Code is not found. Re-issue as initial request.
- **SF0167** - REQTYP invalid. Valid entries = Pos 1: A, B, C, E, F, J, M; Pos 2: A,B.
- **SF0210** - SUP not allowed. Status is cancel, delete, or complete. Re-issue as initial request.
- **SF0260** - COMPANY CODE required. Re-issue as initial request.
- **SF0271** - PURCHASE ORDER NUMBER required. Re-issue as initial request.
- **SF0274** - REQTYP is required. Re-issue as initial request.
- **SF0282** - CC/PON match not found with SUPTYP. Re-issue as initial request.
- **SF0703** - REQTYP invalid. Valid entries: 1st pos = A, B, C, F, M; 2nd pos = B.
- **SF1340** – CC/RVER combination invalid or RVER missing or invalid – Reissue as initial order.

ADDENDUM B:

The sequence steps for executing an LSR order are as follows:

- The CLEC tester issues an LSR to the SBC interface system (EDI)
- The CLEC tester is asked to contact the SBC tester with the PON number, date and time sent, and a copy of the EDI file (when applicable).
- The SBC tester will validate the LSR(s) was received and processed through the appropriate test system:
    - If there is an EDI error, an automated reject response will be returned via a negative 997.
    - If there is no EDI error, an automated response will be returned via a positive 997.
    - If there is a LASR/MOR/MSAP error, an automated reject response will be returned via a negative 855/865. The CLEC tester should investigate the rejects internally. If further help is needed, the tester/OSS manager may help explain the error in order to help the CLEC tester correct the error.
    - If the LSR flows through LASR/MOR/MSAP without any errors, the LSR flows to the order generated process, which is either mechanized or manually created after review by the SBC rep. The LSR could still be rejected if errors are detected during the order creation process.
- Once the order has been created it automatically receives a FOC and is returned to the CLEC tester through the EDI interface with a positive 855/865.
- If applicable and requested, we will process SOC, Jeopardy notifications, Line Loss notifications, Billing Order Completion, and Provider Initiated Responses (PIAs) through the EDI interface.

The sequence steps for validating an LSR order are as follows:

- Daily calls are suggested with the CLEC and SBC test teams to discuss any outstanding issues or errors received from negative 855/865 responses.
- Once the CLEC tester has issued an LSR and contacted the SBC tester, the tester should expect to receive a 997 confirmation, then a negative or positive 855/865 response within the 24 to 48 hour window, depending on the LSR having exceptions or just flows through.
    - In cases where a negative 855/865 response is received, the SBC and CLEC testers need to validate the errors internally first, before the scheduled test call, when applicable. The CLEC tester can make the proper corrections and resend the LSR, or they can contact the SBC test analyst/OSS manager for help or an explanation before correcting the error.
    - If the error has been determined to be with the LASR/MOR/MSAP systems, a DR will be opened and the defect tracking process will be executed for resolution. Once resolution is implemented, the impacted LSR will be retested for validation.
- All LSRs received by a CLEC during a test are validated for accuracy by the EDI translator, LASR/MOR/MSAP application system, and either the mechanized order system or the manual review by the LSC/FLSC service rep. Once the LSR has passed through and received a FOC and/or SOC, and returned to the CLEC tester, it is the CLEC tester's responsibility to validate they have their expected results.

ADDENDUM C:

SBC/CLEC (SBP or Vendor) Test Data Proprietary Agreement Signature Document for Joint Testing

A Competitive Local Exchange Carrier (CLEC), their Vendor or Service Bureau Provider (SBP), if applicable, who requests application to application implementation testing and/or release testing with AIT/PB/NB/SNET/SWBT (SBC), needs to sign an initial Test Data Proprietary Agreement Signature Document acknowledging that all test data used in the course of joint testing is for testing purposes only and is not to be used for any end user service purposes.

(CLEC's/Vendor's/SBCP's name) agrees that the test data provided for joint testing with SBC be used for testing purposes only and is not to be used for any "live" or end user service purposes. Use of this information in the Joint CLEC test environment by a CLEC/Vendor/SBP express your understanding of this acknowledgement.

Vendor/SBP Representative: _____

Vendor/SBP Name: _____

SBC Representative: _____

CLEC Representative: _____

CLEC Representative Signature: _____

Date and Time: _____

(Please fax a copy to Don Hansen at 925-867-1206 and call to advise when faxed 925-824-7419)

ADDENDUM D:

CLEC and Service Bureau Provider (SBP)
Signature Document for Joint Testing

A Competitive Local Exchange Carrier (CLEC) who partners with a Service Bureau Provider (SBP) for application to application implementation testing and/or release testing with AIT/PB/NB/SNET/SWBT, may select one of the following two options for representation during such testing *(please check the appropriate option):*

- (CLEC's name) will participate with (SBP's name) during all phases of testing and will be represented on each call with AIT/PB/NB/SNET/SWBT. (_____)
- Per (CLEC's name) request, (SBP's name) will participate directly with AIT/PB/NB/SNET/SWBT during all phases of testing and will be (CLEC's name) representive on each call. (_____)

If (CLEC's name) requests option 2 above, provide the following information and return a copy of this document as indicated below:

CLEC Representative: _____

Company name of SBP: _____

SBP Representative: _____

AIT/PB/NB/SNET/SWBT Representative: _____

CLEC Representative Signature: _____

Date and Time: _____

(Please sign and fax to Don Hansen at 925-867-1206 and call to advise when faxed)

11.0 EDI/CORBA REGRESSION PRE-ORDER INTRODUCTION

This document provides test objectives, scope, schedule, test guidelines, and test plan components that make up the Competitive Local Exchange Carrier (CLEC), Ameritech (AIT), Pacific Bell (PB), Nevada Bell (NB), Southern New England Telephone (SNET) and Southwestern Bell (SWBT) (SBC) Local Pre-Order regression Joint Test Plan (JTP) for Electronic Data Interchange/Secure Socket Layer3 (EDI/SSL3) and Common Object Request Broker Architecture (CORBA). In addition, it provides an overview of the test entrance and exit criteria, execution and validation strategies, test management processes, test data, and critical deliverables with due dates. Listed below are the objectives of the joint test effort:

- Follow agreed upon testing processes and standards.
- Verify that incoming/outgoing transactions, system interfaces, and business processes are functioning.
- Identify and fix all high severity defects prior to implementation.
- Prioritize lower severity defects for possible fix or inclusion in future releases.

12.0 SCOPE AND SCHEDULE

12.1 JOINT TEST SCOPE

The Joint CLEC test focuses on verifying that the CLEC can successfully send a request for Local Service Pre-Ordering information for various functions to SBC. The test will demonstrate that the EDI/CORBA information transmitted from the CLEC is successfully processed through incoming transactions, system interfaces, business processes, and outgoing transactions. The length of this test and number of test cases will be negotiated and agreed upon with the CLEC. A CLEC can send multiple orders daily (but no more than 5 per day will be analyzed unless agreed upon) and SBC does not support CLEC User Acceptance Testing.

Aspects of the day-to-day operations of SBC's business are described as "business events". These high level events ensure the test efforts cover functionality necessary to run the business. This joint test agreement covers the business events associated with validation of local pre-ordering information. The specific business events tested are listed in the LSPOR found on the OSS website.

12.2 JOINT TEST SCHEDULE/PROCESS

CLECs should start all test requests through their Account/OSS managers. Once SBC has received a CLEC request to run a joint test of Pre-Order-EDI/CORBA, an initial meeting will be scheduled as soon as possible to identify a single point of contact from each team, discuss any high level issues, setup the connectivity method for transmitting the Pre-Order transactions, and schedule the testing. To start the process for connectivity, the CLEC determines which technology solution they will utilize, Electronic Data Interchange/Secure Socket Layer 3 (EDI/SSL3) or Common Object Request Broker Architecture (CORBA)/SSL3. (See Connectivity on the website: https://clec.sbc.com/edisupport). If not already available, the CLEC will procure the necessary security software, including Interactive Agent. When requested, the CLEC must provide verification of their Certificate Authority (CA). SBC uses Verisign as their CA. Other recommended CA's include GTE CyberTrust, Entrust and Thawte.

To start the process for pre-order testing in SBC, the CLEC requests a pre-order joint test through their Account/OSS manager. An initial meeting will be scheduled as soon as possible to identify the contacts from each team, discuss any high level issues, and schedule the testing.

The SBC test team will distribute a test plan template to the CLEC with an overview of the test and validation strategies, proposed timelines, and expectations for the test. SBC will also provide a standardized test case worksheet (see OSS section of CLEC Online Website) for the CLEC to use in

creating pre-order transactions. The CLEC will then finalize the transactions with the SBC test team. Once finalized, SBC has up to 14 days to process the test data. Once the test data is available, SBC will negotiate a test start date with the CLEC.

The CLECs will need to complete and return the "Test Data Proprietary" document (ADDENDUM C) before testing can begin. Test data that may be provided for CLEC testing is not to be used for end user service purposes, but is designated for testing purposes only.

The CLEC who requests a Service Bureau Provider (SBP) to process their Pre-Order EDI/CORBA transactions, will need to complete and return the "CLEC and Service Bureau Provider (SBP) Signature Document for Joint Testing" (ADDENDUM D). Although the SBP may have a connectivity link to EDI in place, each CLEC is still required to request access to the environment before testing can begin.

Completion of the following tasks by the agreed upon due dates are critical to the success of the testing effort. Tasks may be modified as needed.

Step	Due Date	Task	Responsible
1		Initial meeting to discuss pre-order testing process, provide testing contacts, discuss status of connectivity	CLEC/SBC
2		SBC distributes pre-order test plan template to CLEC for review and example of a standardized matrix (includes the test data proprietary document - Addendum C (page 21) and the CLEC/SBP signature document for Joint testing – Addendum D (page 22)	SBC
3		Walkthrough of test plan to identify issues and clarify questions in order to finalize the pre-order test plan	CLEC/SBC
4		Specify test transactions and provide/request test data	CLEC
5		Walk-through of test plan to identify issues and clarify questions, if needed (for finalizing the pre-order test cases)	CLEC/SBC
6		Migrate test data information to test environment	SBC
7		Establish/negotiate test start date, timeline	CLEC/SBC
8		Conduct entrance criteria walk-through prior to execution	CLEC/SBC
9		Execute and validate (application to application) testing (see Addendum AA for sequence steps)	CLEC/SBC
10		Certify exit criteria and establish start date for live transactions	CLEC/SBC

13.0 TEST GUIDELINES

13.1 TEST PRINCIPLES

The following principles will be used during testing activities:

- Testing will be focused on meeting business objectives.
- The joint CLEC testing environment will emulate a production environment.
- Teams will adhere to entrance and exit criteria defined in this test plan.
- CLEC and SBC test teams will be available and committed to the test schedule and strategy.
- CLEC representatives and/or Vendor/SBP testers should have the appropriate product knowledge for the transactions to be tested.
- SBC/CLEC (Vendor/SBP) testers should investigate their edits internally before daily calls, as appropriate.
- Testing procedures will be well defined, yet flexible to accommodate business objectives.

- CLEC, SBC test teams and Account Manager(s) will negotiate any issues until resolved. If no resolution can be agreed upon, the Account Manager(s) will accept the responsibility to escalate the issue until a resolution is agreed upon (for further escalations, see 17.4).

13.2 TEST EXPECTATIONS

During the joint CLEC test, test participants are expected to support the following:

CLEC:
- Review testing deliverables (test plan/test data document/test matrix) and provide timely feedback.
- Attend joint status meetings/conference calls (up to 30 minutes), if needed.
- Investigate returned edits internally before daily calls.
- Keep the SBC test team informed of potential delays based upon the current schedule.
- Make any necessary data changes to the inquiry transaction in order to retest fixes.
- Communicate to the test team all changes made to the transaction and when those changes are complete (i.e., when file is retransmitted to SBC).
- Conduct validation of test case execution through the CLEC's internal systems and communicate results to the SBC test team.

SBC Team:
- Attend joint status meetings/conference calls (up to 30 minutes), if needed.
- Develop test plan, test data document, test matrix, suggested test conditions and expected results.
- Ensure test data is available in the testing environment.
- Perform test execution.
- Review and validate test transactions internally and then jointly with CLEC before daily calls.
- Identify defects in the software or data and communicate them to the appropriate team(s).
- Retest after modifications have been made.

SBC/CLEC Account Teams:
- Attend joint status meetings/conference calls, if needed.
- Negotiate test timeline
- Facilitate resolution of business requirement issues that surface during the test.

14.0 TEST PLAN COMPONENTS

14.1 TEST CONDITIONS AND EXPECTED RESULTS

Test conditions translate the business requirements that must be satisfied into a form that is useful for building test scripts. Expected results are developed for each of the test conditions. The expected results are a statement of purpose for the test condition with relation to the requirement. During validation, the test executor will compare expected results to the actual results, and any deviations will be noted on the test matrix. The expected results are documented along with corresponding test conditions in the test scripts.

The conditions to be tested will include both normal (e.g., correct) and abnormal (e.g., error) conditions. They may also include conditions to test technical characteristics of the interface, such as the ability to process multiple transactions in a batch, and the ability to process correct and incorrect transactions together. SBC will negotiate the length of the test and an agreed upon number of test cases with each CLEC.

A testing schedule needs to be addressed when testing the following pre-order service:

- TN Reservations. SBC will need to schedule this specific pre-order test with the CLEC at the time the CLEC is ready to start with TN Reservation testing.

14.2 TEST CASES

A test case covers an activity with all its pertinent attributes used for testing the system. Test cases are created by grouping complimentary test conditions. Test cases are chosen by the CLEC based on the activities which require testing. Based on a CLEC's testing requirements, a suggested test case worksheet will be provided as a working document to the CLEC. The CLEC can choose a subset and/or add/delete test cases for testing. The sample test case worksheet can be found on CLEC Online in the OSS section. The test cases are created based upon the LSPOR. The LSPOR contains the business rules that should be used to format the data elements for the test cases. If problems or errors are discovered with the test data, the test data will be changed to ensure successful completion of the test.

The specific test cases to be used will be based on the CLEC's requirements and will be provided on the test case worksheet by the CLEC. The CLEC will provide specific details that describe what the test case requires. Detailed examples should describe the test case as a residence or business account, single or multi-line account, an account to be tested for directory listings, Transaction type and activity, and/or a DSL or line-sharing account, the state (when applicable) to be tested in, the expected results (Positive/Negative), etc...

15.0 TEST ENTRANCE AND EXIT CRITERIA

15.1 ENTRANCE CRITERIA

The purpose of entrance criteria is to define the deliverables and conditions that should exist prior to the start of the various test phases. The CLEC and SBC testing organization will jointly be responsible for identifying whether or not the entrance criteria have been met and informing CLEC and SBC leadership of entrance criteria status.

Ideally, testing activities should not begin until entrance criteria have been satisfied; however, with real world system building functions, that is not always possible. Therefore, testing activities will begin once entrance criteria have been satisfied or the test participants have assumed the risk of going forward without meeting the criteria.

While the criteria will be well defined, they will also be flexible to accommodate the business objectives. An example of an entrance criteria checklist is provided below:

MET	NOT MET	ENTRANCE CRITERIA
		SBC Test Team
		Name of single point of contact provided to support joint test
		Joint CLEC Test Plan, and suggested test conditions are completed and agreed upon, discuss signature docs, as appropriate
		CLEC file naming conventions defined and communicated to CLEC (For EDI only)
		Commitment to meet test expectations
		CLEC Test Team:
		Name of single point of contact provided to support joint test
		Connectivity method for transmitting Service Orders in place and User ID form processed
		Test (paper) file is formatted according to the requirements outlined in the LSPOR and the Test Data for EDI/CORBA Local Pre-Ordering SBC Document
		CLEC is committed to meeting the dates defined in the test plan
		Testing scope (e.g., test conditions, etc.) determined, documented and agreed upon.
		Commitment to meeting defect turnaround intervals (Severity 1 defect turnaround - 24 hours)
		Test data requirements incorporated into a data package which is distributed to and approved by test participants
		Commitment to meet test expectations
		SBC Account Representative
		Commitment to meet test expectations

15.2 EXIT CRITERIA

The purpose of exit criteria is to define the deliverables and conditions that should exist prior to the end of a test phase. The SBC testing organization will be responsible for tracking test progress to identify whether or not the exit criteria have been met and informing CLEC and SBC leadership of exit criteria status. Testing activities should not end until the exit criteria have been satisfied or the test participants have assumed the risk of going forward without meeting the criteria. While the exit criteria are well defined, they will also be flexible to accommodate the business objectives.

CLECs are requested to send in writing (e-mail) to their assigned LPAT account manager, OSS manager and their EDI support manager when they plan on moving into production, 14 days prior to their production start date. An example of an exit criteria checklist is provided below:

MET	NOT MET	EXIT CRITERIA
		All test transactions have been executed (per the test scope) for the CLEC.
		All major system outputs (i.e. address validation response) have been produced and validated by SBC and the CLEC
		All severity 1 and 2 modification requests have been closed, canceled or deferred (to a future release) by mutual agreement between SBC and the CLEC
		Moving to production needs to be discussed with CLEC (SBC needs 14 day notification by CLEC prior to production start date)

16.0 EXECUTION AND VALIDATION STRATEGIES

16.1 EXECUTION STRATEGY

Testing execution hours are Monday - Friday, 8 a.m. to 5 p.m., by region. Hours of execution may fluctuate by agreement during the test depending on test objectives and progress. It is expected that all teams involved with the test will support testing during the specified times. Notification of unscheduled outages will be sent to all impacted CLECs when known.

The urgency of support will be based on the severity of the issue. Issues, which are identified as Severity 1 and Severity 2, will prompt immediate attention; however, all other lower priority issues will be addressed per the problem management guidelines identified in this plan.

The test will execute business events in a production-like environment. It is planned that SBC will receive the CLEC request (can send multiple transactions, but no more than 5 per day will be analyzed unless otherwise agreed upon), process the request through the system, and provide the inquiry response or errors as appropriate to the CLEC. No manual intervention is required to process these events.

The testing process will consist of local pre-ordering inquiries, as well as some tests intended to verify the system's technical characteristics, such as the ability to process multiple inquiries in a batch, and the system's ability to handle abnormal conditions appropriately. If a test fails, SBC and the CLEC will determine jointly where the defect lies, and what the severity of the defect is. Based on this determination, SBC or the CLEC will make changes to their system(s), and create a fix that can be tested.

The SBC joint CLEC testing team will retest defects after a fix has been provided to the testing organization. If the fix fails retest, the issue will be a retest rejected and returned to the CLEC or SBC team, as appropriate, based on where the defect is determined to lie, for resolution. This strategy will result in a multiple-iteration, single-pass test. That is, the same test cases will be re-run each time a fix is delivered until all test cases are processed successfully. If a fix is made which may impact multiple test

cases, the SBC and CLEC testing teams will jointly determine the number of test cases which should be run to verify the fix. (see Addendum AA for sequence steps).

16.2 VALIDATION STRATEGY

SBC and the CLEC will each verify the test outputs and communicate any discrepancies between actual and expected results to the SBC joint CLEC testing teams promptly within an agreed upon time frame. Validation will be performed to ensure that each test case has executed successfully through the system and that expected outputs have been created.

SBC test executors and the CLEC test team will also be responsible to each other for verifying test outcomes and communicating discrepancies between actual and expected results. In turn, the CLEC will be responsible for ensuring each test case is received successfully via CLEC's agreed upon transmission procedure and is executed successfully through their internal system.

17.0 TEST MANAGEMENT PROCESSES

17.1 DEFECT TRACKING

During the execution phase, the SBC testing team will document discrepancies, and monitor defects discovered throughout the execution of the test. We will be working closely with those groups to ensure information about defects is communicated. A status report detailing all open defects will be made available to all test participants on a daily basis (when needed).

Once a DR is opened, it will be assigned to the application team responsible and put in a status of "In Analysis". The application team will make the appropriate fix to the software (*See DR Process Flow - on the next page*) and communicate to the test team when it is ready for re-test. If the problem is a result of the transaction sent by the CLEC, the DR will be assigned to the CLEC and the details of the issue will be communicated to the CLEC testing team. Once the transaction is corrected and re-sent, the DR will be placed into "Retest".

After a DR has been resolved, the test case will be re-executed. If the test case is successful, information regarding the root cause and problem type, will be entered and the DR will be closed.

DR Severity Guidelines:

Severity	Definition
Severity Level 1	Problem detected has halted testing progress; a fix is required immediately for testing to continue. No acceptable workaround is available. The problem detected prevents a major testing objective from being met in the current phase. Examples: Abend, general protection fault, dialogue error *"Critical path - requires immediate attention and action"*
Severity Level 2	Problem has been detected in a specific area of the system, however an acceptable workaround exists. Preferably, the problem should be fixed before using a workaround or fixed in the next run. Examples: Data problem, technical environment problem, incorrect system file *"Critical path - requires attention"*
Severity Level 3	Problem has been detected; however, progress can continue as planned. Problem investigation and resolution can be pursued the following business day. The problem should be fixed prior to the next scheduled run or test phase. It is transparent to the customer, but not the user. Examples: Validation discrepancies *"Non-critical path - should be fixed"*
Severity Level 4	Problem has been detected, however, progress can continue as planned. A determination must be made as to whether a fix will be required or deferred. Examples: Dialogue messages inconsistent, font is incorrect. *"Non-critical path - fix may not be necessary - possibly deferred"*
Severity Level 5	An enhancement has been requested, however, it is not needed immediately. The enhancement may or may not be within the scope of this release. Examples: Future user requirement, change size of a window *"Non-critical path - enhancement may be deferred to a future release"*

DR Process Flow:

Steps	Process Flow
1	Upon receipt of a DR, an evaluation is performed to determine if the request is valid. If not, the DR is canceled and supporting documentation is presented.
2	The DR is evaluated for scope, restrictions and constraints (includes an analysis of the impact to SBC processes to ensure resolution and avoid duplication of a problem).
3	The correction is created and tested which consists of unit, integration and regression testing. Testing considers that SBC and the CLEC use the same EDI/CORBA system but may have different downstream process impacts. Integration and regression tests are based on which group requested the change and the impact.
4	The correction is implemented.
5	Impacted process documentation is updated and communicated.
6	Updated documentation is stored either electronically or on paper.

In order to keep the test on schedule, the test team will contact the CLEC if a Severity 1 DR is detected during execution. It is expected that the CLEC will respond within the negotiated time frames. This response is simply to confirm the problem exists and that investigation will commence immediately. CLECs will be asked for an ETC (estimated time to completion) when contacted by the testing team. If needed, a time will be set to provide more status for the DR.

17.2 METRICS

Metrics are collected and used to manage DRs, identify trends, report status, and improve processes. The following metrics will be provided to project stakeholders:

- Test Condition Status, Business Events Processed, Defect Turnaround Time

17.3 STATUS REPORTING

Status reporting is crucial to the success of the test. If needed, status meeting times and frequency will be determined by SBC and the CLEC. Members from the CLEC test team, SBC test team, and management are expected to attend and provide current status on DRs. This meeting will be the forum for reviewing and discussing the execution status, DR progress, and general issues as well as setting short-term testing objectives and milestones. The SBC testing organization is responsible for managing the meetings. The following table represents the framework that is used to provide status during the test execution phase:

Type	Purpose/Frequency/Mechanism	Audience	Owner
Test Status Meeting	Review DR report with key project team personnel / Daily or as needed. - prioritize, identify/assign ownership - review current status - review due dates/schedules	SBC/CLEC	SBC Test Team
Written Report	Provide project test team and CLEC with written status / Daily / E-mail, as needed. - identify major obstacles / key milestones - summarize execution plan for the day	SBC/CLEC	SBC Test Team

17.4 ESCALATION MATRIX

CLECs, Vendors, Service Bureau Providers, and SBC test teams will work together to resolve testing issues impacting any pre-order test effort. If no resolution can be agreed upon, please use the CLEC Test Escalation Matrix located in the OSS section of the CLEC Online Website.

18.0 TEST DATA

The overall strategy and scope for the test data includes the following:

- SBC and CLEC will agree upon the test cases for joint CLEC testing before agreeing upon the test plan. It is expected that once the test plan has been signed-off, no additional transactions will be added. If data changes are necessary, they will be documented in the Test Data Document.
- SBC will provide positive test data – if a CLEC is requesting to do negative testing, the CLEC will be responsible for identifying the edits and how to receive those edits from the test data that SBC provides, unless otherwise negotiated with SBC.
- The CLEC will select the pertinent test cases and document the results on a test matrix (see example in the OSS section of the CLEC Online Website).

19.0 CLEC TEST ENVIRONMENT SCOPE

The CLEC Test Environment is an environment dedicated to the CLECs that mirrors the production environment. This environment is used for CLEC testing of SBC's application to application OSS

interfaces. When operating in this environment, CLECs will use the same AECN/CC codes that are used in production. CLECs will connect to this environment using the same connectivity option as they use in production.

The CLEC Test Environment allows for comprehensive testing of Pre-Order and Order functionality. All Pre-Order functionality is available in the CLEC Test Environment. SBC-LEC will work with each CLEC to identify specific test scenarios in the CLEC's test plan to test completion processing. Ordering functionality is tested from receipt of an order via EDI through the creation of a service order and the return to the CLEC of confirmations. Rejects, jeopardies, completions, etc may also be tested on an individual case basis as negotiated with SBC-LEC. Completion notices are generated in the test environment through a process that simulates completion processing in production. As in production, all notices will reflect the associated information from the inbound LSR.

Service orders issued in the Test Environment do not impact the database of accounts. Therefore, a CSR inquiry will not reflect any changes to the account as a result of a service order. Also an LSR cannot be issued to migrate a retail account to a CLEC and then a subsequent LSR issued to do post migration changes. Post migration changes may be done against accounts that were previously set up for each CLEC.
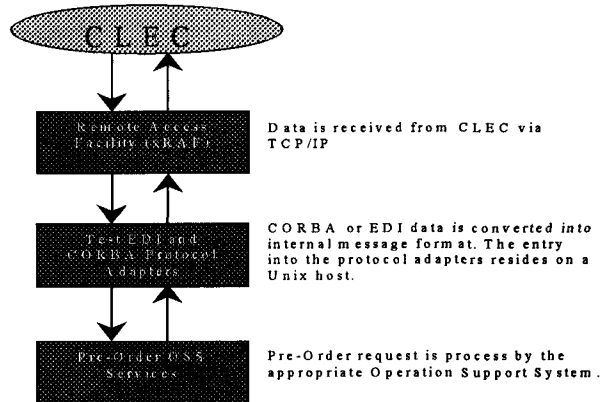
The CLEC Test Environment contains data associated with a wide range of accounts, but not all addresses and telephone numbers from production will be available in the CLEC test environment.

20.0 EDI/CORBA TEST SYSTEM / PRODUCTION SYSTEMS

The EDI/CORBA test and production pre-order environments and their processes are detailed below. The diagram will show where data is transmitted to and the flow-through process once it's received. Incoming transactions are processed upon receipt.

Test and Production – SBC

Data is received from CLEC via TCP/IP

CORBA or EDI data is converted into internal message format. The entry into the protocol adapters resides on a Unix host.

Pre-Order request is process by the appropriate Operation Support System.

ADDENDUM AA

The sequence steps for executing pre-order transactions are as follows:

- The CLEC tester issues a transaction or multiple transactions (but no more than 5 per day will be analyzed unless agreed to) to the appropriate SBC region's pre-order test system.
- The transaction is automatically processed through the appropriate region's test system.
  - The CLEC tester should receive the expected automated response
  - If the CLEC tester receives an unexpected response, the tester will provide to the SBC single point of contact (SPOC) the Inquiry number, date and time transaction was sent to SBC, a copy of the 850 and 855 files that the tester sent and received.
  - The SBC SPOC will have the transaction investigated until resolved.
  - Once the problem has been resolved, the CLEC tester will be notified to resubmit the transaction and validate the response to be correct.
- The CLEC tester will continue to send transactions until all planned transactions have successfully completed.
- The CLEC tester or CLEC account manager will work with SBC account team to prepare the CLEC to go live into production with pre-order transactions. (SBC requests 2 weeks notification to prepare a CLEC to go live into production).

ATTACHMENT 7

AT&T

ILEC		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb 03	13- Month Tot.al
AIT	Outages	0	0	0	0	5	1	4	0	0	2	2	2	0	5	21
	IUMs	0	0	0	0	300	34	6,351	0	0	11,845	9,470	8,733	0	8,471	45,204
BST	Outages	0	0	0	0	1	0	0	0	0	3	0	0	3	1	8
	IUMs	0	0	0	0	2,294	0	0	0	0	3,149	0	0	1,301	1,412	8,156
SWBT	Outages	0	0	0	1	5	2	3	1	0	0	0	1	0	1	14
	IUMs	0	0	0	406	499	1,578	2,100	6	0	0	0	5,057	0	214	9,854
PB	Outages	0	0	0	0	0	0	0	0	0	0	0	1	1	1	3
	IUMs	0	0	0	0	0	0	0	0	0	0	0	18,201	4,047	3,030	25,278
VZ	Outages	0	0	0	0	0	0	0	0	0	0	0	0	10	1	11
	IUMs	0	0	0	0	0	0	0	0	0	0	0	0	11,161	205	11,366

updated as of 3/3/2003

ATTACHMENT 8

> From: BRYAN, JANICE J (SWBT) [mailto:jb7983@sbc.com] <mailto:[mailto:jb7983
@sbc.com]>
> Sent: Friday, February 14, 2003 06:56 AM
> To: Sutton, Patricia R (Patty)
> Subject: FW: H332 issue DR64402
>
>
> Patty
> For some reason this did not get fixed last night. They will try again on 2/19. So in the meantime,
send me what you got.
> Janice Bryan
> Account Manager - Industry Markets
> 214 464-1053- Voice

ATTACHMENT 9

From: BRYAN, JANICE J (SWBT) [mailto:jb7983@sbc.com]
Sent: Thursday, February 20, 2003 9:57 AM
To: Sutton, Patricia R (Patty), NSPM
Cc: Gomez, Diana L, NSPM; Van de Water, Mark D, CSLSM; HIMM, THOMAS O (PB)
Subject: RE: H332 - State issue

Folks
Wanted to give you a heads up. The fix for DR64402 went into place last night but caused other problems downstream so they backed it out. They are back to the drawing board and I will keep you informed as when it will be fixed for good. In the meantime, I will continue to funnel these to the LSC.

Janice Bryan
Account Manager - Industry Markets
214 464-1053- Voice

ATTACHMENT 10

Date: **December 18, 2002**   Number: **CLECAMS02-129**

Effective Date: **March 9, 2003**   Category: **OSS**

Subject: **Reminder of Retirement of Ordering Local Loops on the ASR**

Related Letters: **CLECAMS02-033; CLECAMS01-** Attachment **No**
                118; CLECAMS01-015   :

States   **Illinois, Indiana, Ohio, Michigan, Wisconsin**
Impacted:

Issuing SBC ILECS: **Illinois Bell Telephone Company, Indiana Bell Telephone Company, Inc., Michigan Bell Telephone Company, The Ohio Bell Telephone Company and Wisconsin Bell, Inc.**

Response Deadline: **NA**   Contact: Change Management email box at
                                                 sbccmp@camail.sbc.com

Conference Call/Meeting: **NA**

This Accessible Letter is being sent as a courtesy reminder for Accessible Letter **CLECAMS01-118** regarding the retirement of ordering local loops on an ASR.

Effective **March 9, 2003**, the functionality of ordering local loops on the ASR via Direct: Connect to EXACT will retire. All initial requests, as well as supplemental requests (supps), for local loops submitted on an ASR via Direct: Connect will be returned to the CLEC as an error.

CLECs should discontinue use of the ASR for local loops far enough in advance to allow pipeline requests to clear prior to March 9, 2003. There will be no grace period following the March 9th retirement for clearing pipeline requests.

Please contact your OSS Customer Support Manager or your Account Manager should you have questions on how to submit local loop requests on an LSR using EDI or LEX.

ATTACHMENT 11

Date: **February 25, 2003**   Number: **CLECAMS03-017**

Effective Date: **March 9, 2003**   Category: **OSS**

Subject: **Reminder of the Retirement of Ordering Local Loops via the ASR**

Related Letters: **CLECAMS02-129; CLECAMS02-** Attachment **No**
033; CLECAMS01-118;   :
CLECAMS01-015

States
Impacted: **Illinois, Indiana, Ohio, Michigan, Wisconsin**

Issuing SBC ILECS: **Illinois Bell Telephone Company, Indiana Bell Telephone Company Inc.,
The Ohio Bell Telephone Company, Michigan Bell Telephone Company,
Wisconsin Bell, Inc.**

Response Deadline: **NA**   Contact: **Change Management Mailbox at**
sbccmp@camail.sbc.com

Conference Call/Meeting: **NA**

This Accessible Letter serves as a reminder that the functionality of ordering local loops on the ASR via Direct: Connect to EXACT will retire as indicated in Accessible Letter **CLECAMS02-129** at end of business on March 8, 2003. Effective **March 9, 2003** all initial requests, as well as supplemental requests (supps), for local loops submitted on an ASR via Direct: Connect will be returned to the CLEC as an error.

CLECs should discontinue use of the ASR for local loops far enough in advance to allow pipeline requests to clear prior to March 9, 2003. There will be no grace period following the March 9th retirement for clearing pipeline requests.

As a point of clarification, the ordering of EEL and special access to UNE is accommodated on the LSR form using the SPEC value of UNBLDA (business) or UNBRDA (residence). CLEC Online will be corrected to reflect these values on March 3, 2003.

ATTACHMENT 12

From: HIMM, THOMAS O (PB) [mailto:th4767@sbc.com]
Sent: Thursday, February 06, 2003 2:54 PM
To: Willard, Walter W (Walt), CSLSM; LETSON, BRIAN G (PB)
Cc: BRYAN, JANICE J (SWBT); HUNTER, CHARLOTTE E (SWBT)
Subject: RE: Post To Bill Notifications in LSOR Versions 5.01 and 5.02

Walt,

Here is a little background on why you are seeing PTBs beginning January 30th.
With the UNE P reconciliation taking place, SBC held files from January 20th through January 27th, this was done for all CLECs.
When the reconciliation process was completed, SBC began flowing files on January 28th for the files that were held from January 20th -27th.
The re-flow of the PTBs contained within the spreadsheet we sent earlier today began on February 3rd.
Tom
Thomas Himm
Area Manager - OSS Customer Support
925-824-5601 (office)
925-901-1540 (fax)

ATTACHMENT 13

Date: **November 21, 2002**   Number: **CLECAM02-509**

Effective Date: **January 2003**   Category: **UNE/UNE-P**

Subject: **(BILLING) Explanation of Billing Database Reconciliation and Changes to the CSR Content for the UNE-P Accounts in the Ameritech States**

Related Letters: **CLECAM01-148,**   Attachment **No**
                CLECAM01-189, CLECAM01-236,:
                CLECAM01-397, CLECAM01-017,
                CLECAM01-163

States   **Ameritech Region**
Impacted:

Response Deadline: **NA**   Contact: **Account Manager**

Conference Call/Meeting: **NA**

This Accessible Letter provides an update to Accessible Letters **CLECAM01-148** dated May 18,2001, **CLECAM01-189** dated June 29, 2001, **CLECAM01-236** dated August 13, 2001 and **CLECAM01-397** dated December 19, 2001, **CLECAM02-017**, dated January 11, and **CLECAM02-163**, dated April 26, 2002.

This is to advise you that SBC Ameritech will perform a reconciliation of the CABS billing database for UNE-P during the month of January 2003. This reconciliation is a post-implementation, quality assurance validation process to ensure synchronization of the CABS billing and provisioning databases. At the same time, we will also add the non-billable features back to the CABS Customer Service Records (CSRs).

Please note that, as explained in Accessible Letter **CLECAM02-163** dated April 26, 2002, SBC Ameritech removed non-billable UNE-P feature codes from CABS in June, 2002. SBC notified CLECs that the removal of these was temporary. The removal of these features should not have interfered with your ordering or provisioning processes but did assist SBC Ameritech with more expeditious updating of CABS.

The process that will be used to re-populate the non-billable UNE-P features will also allow SBC Ameritech to validate and reconcile data between SBC Ameritech's provisioning and billing databases to further ensure accurate billing. Should circuits be added or deleted from your accounts, appropriate Other Charges and Credits (OC&C) Statements will be generated to properly reflect the billing. UNE-P CABS bills generated after the reconciliation will reflect these OC&C Statements, as well as the non-billable features on the accompanying Customer Service Record.

The Account Managers will be contacting impacted CLECs beginning in December 2002, to discuss the estimated financial impact of this reconciliation as well as effective dates for updated bills.
Please contact your Account Manager with any specific questions or concerns regarding the process. The Local Service Center will continue to serve as your single point of contact for issues related to the bills themselves.

ATTACHMENT 14

From: BRYAN, JANICE J (SWBT) [mailto:jb7983@sbc.com]
Sent: Friday, February 21, 2003 10:10 AM
To: Willard, Walter W (Walt), CSLSM
Cc: HIMM, THOMAS O (PB)
Subject: RE: ATT (TPM) Loss Notification

Through analysis of all notifications being sent via the Issue 7 translator, it was found that setup for customer TPM appeared suspicious. We have determined that Loss Notifications for customer TPM was being sent based on the default per the "test" customer as created for the KPMG (now BearingPoint) CLEC testing. This "test" customer was created as an exact duplicate of the original TPM setup, but was required since BearingPoint was testing at a version level different from which TPM was processing their live orders. Loss Notifications can only be sent to one location per ACNA, so the Loss Notification setup was duplicated on the "test" TPM customer.

When TPM sent in their Customer Profile requesting Loss Notifications to be sent to LEX (October, 2002), the actual customer setup was modified on October 10th, 2002, but the "test" TPM setup remained pointing to the same FAX number as previously determined.

We believe that these Loss Notifications went to the Fax number 281-664-3636.

Janice Bryan
Account Manager - Industry Markets
214 464-1053- Voice

ATTACHMENT 15

From: BRYAN, JANICE J (SWBT) [mailto:jb7983@sbc.com]
Sent: Tuesday, February 25, 2003 11:49 AM
To: Willard, Walter W (Walt), CSLSM
Subject: FW: Notifications Sent

<<Notifications Sent-LOA-022003.xls>> <<Notifications Sent-TPM-022003.xls>>
More of the same....

> <<Notifications Sent-LOA-022003.xls>>   <<Notifications
> Sent-TPM-022003.xls>>
>
>

CLEC that rec'd notification incorrectly	PON	TN	Error	Date received notification
TPM / 7213		▆▆▆▆▆	Teleport received a loss notification on this TN on 2/5/03, however, the assuming carrier canceled their PON, so the TN was re-established with TPM. This loss notification was generated in error. The TN was ultimately assumed by another carrier on 2/13/03, and TPM received a second loss notification. This notice is to inform Teleport that the TN still belonged to them until 2/13/03, so the records and billing should be reflected accordingly.	Loss Notification Sent 02/03/2003

CLEC that rec'd notification incorrectly	PON	TN	Error	Date incorrect notification sent
LOA / 7924	███	███	AT&T received a completion notice on this PON on 2/12/2003 08:11:00. This was a move order where the disconnect portion was completed and the new install did not complete because of a working service conflict. A sup was not received from AT&T within 30 days, thus the PON was canceled. AT&T received the completion notice in error and should have received a cancellation notice. This TN is **not** with AT&T	Completion notice sent 2/12/2003 08:11:00